

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services

**Agency:** Sigma House of Springfield, Inc.

**Data:** Total Branson Facility

## Demographics: Total Branson

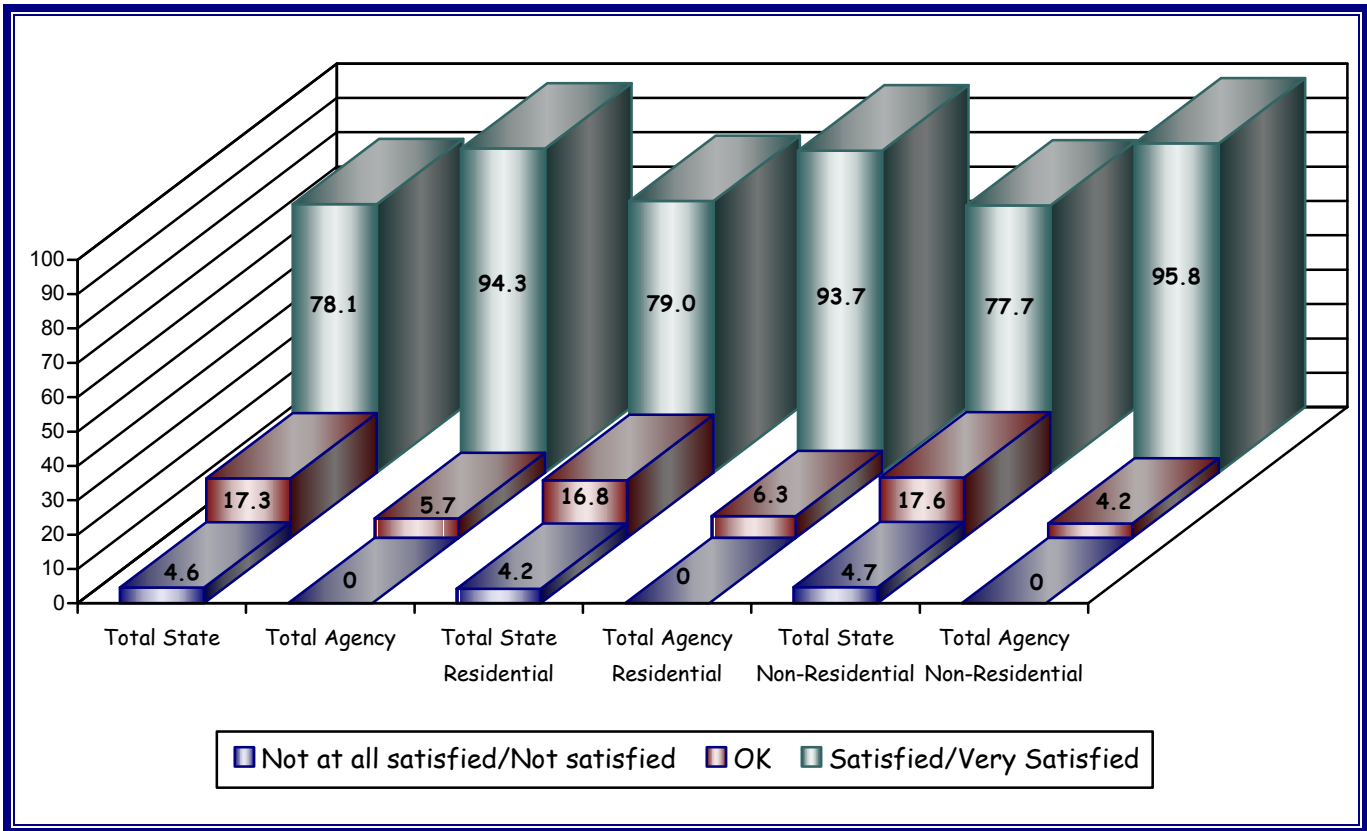
		Total Served	Total Survey Returns			
		State	Total State Total Consumers	Total Agency Total Consumers	Total Agency Residential Consumers	Total Agency Non-Residential Consumers
<b>SEX</b>	Male	65.5%	58.7%	81.9%	86.9%	68.2%
	Female	34.5%	41.3%	18.1%	13.1%	31.8%
<b>RACE</b>	White	68.7%	66.9%	96.4%	95.1%	100.0%
	Black	29.2%	28.0%	0%	1.6%	0%
	Hispanic	0.6%	1.3%	1.2%	0%	0%
	Native American	0.5%	1.4%	0%	0%	0%
	Pacific Islander	0.1%	0.1%	0%	0%	0%
	*Other	0.6%	2.3%	2.4%	3.3%	0%
<b>MEAN AGE</b>	0-17	9.5%	32.39	34.59	34.50	34.83
	18-49	84.1%	13.9%	0%	0%	0%
	50+	6.4%	79.5%	92.8%	91.7%	95.7%
			6.6%	7.2%	8.3%	4.3%
*"Biracial" and "Oriental" are included in the "Other" category.						

# Services for the Deaf or Hard of Hearing: Total Branson

*The following represents the percentage of affirmative responses for each item.*

	Overall Totals		Total Residential		Total Non-Residential	
	State	Agency	State	Agency	State	Agency
Are you deaf or hard of hearing?	5.9%	10.6%	6.7%	11.5%	5.6%	8.3%
If yes, do you use sign language?	6.7%	0%	5.4%	0%	7.3%	0%
If you use sign language, did this agency use sign language without the help of an interpreter?	63.6%	0%	66.7%	0%	62.5%	0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	50.0%	0%	66.7%	0%	42.9%	0%

## Overall Satisfaction with Services: Total Branson



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Statewide, 78.1% of the consumers of ADA services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (94.3% for this agency versus 78.1% for the state).
- This agency's Residential program was rated higher (93.7% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (79.0%).
- This agency's Non-Residential program was rated higher (95.8% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (77.7%).

# Satisfaction with Services: Total Branson

	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with the staff who serve you?	4.22 (2965)	4.61 (87)	4.21 (886)	4.59 (63)	4.22 (2079)	4.67 (24)
with how much your staff know about how to get things done?	4.07 (2961)	4.49 (87)	4.07 (890)	4.51 (63)	4.07 (2071)	4.46 (24)
with how staff keep things about you and your life confidential?	4.27 (2960)	4.64 (87)	4.31 (885)	4.63 (63)	4.25 (2075)	4.67 (24)
that your treatment plan has what you want in it?	4.11 (2933)	4.52 (85)	4.17 (870)	4.54 (61)	4.09 (2063)	4.46 (24)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	4.54 (83)	4.19 (863)	4.53 (59)	4.13 (2061)	4.58 (24)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	4.54 (83)	4.33 (872)	4.54 (61)	4.29 (2035)	4.55 (22)
with the services that you receive?	4.19 (2955)	4.62 (87)	4.20 (883)	4.62 (63)	4.19 (2072)	4.63 (24)
<b>Non-Residential Facilities Only:</b>						
that services are provided in a timely manner?	4.03 (2079)	4.33 (24)	-	-	4.03 (2079)	4.33 (24)
<b>Residential Facilities Only:</b>						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.56 (62)	4.10 (887)	4.56 (62)	-	-
that the environment is clean and comfortable?	4.19 (885)	4.52 (63)	4.19 (885)	4.52 (63)	-	-
with opportunities for exercise and relaxation?	3.64 (883)	3.84 (63)	3.64 (883)	3.84 (63)	-	-
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	4.48 (63)	3.93 (877)	4.48 (63)	-	-
with the childcare provided by the agency?	3.91 (79)	- (0)	3.91 (79)	- (0)	-	-
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item						

## Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Programs reported that they were satisfied with the services they received. For this agency the mean scores ranged from 3.84 to 4.64. (1=not satisfied...5=very satisfied)
- The ratings of the Residential Program for this agency ranged from 3.84 to 4.63. The people were most satisfied with the staff keeping information confidential. They were least satisfied with their opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this agency ranged from 4.33 to 4.67. The people were most satisfied with the quality of the staff and with the staff keeping information confidential. They were least satisfied with services being provided in a timely manner.

# Satisfaction with Quality of Life: Total Branson

	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.70 (2948)	4.14 (87)	3.65 (883)	4.16 (63)	3.73 (2065)	4.08 (24)
with where you live?	3.74 (2928)	4.23 (86)	3.76 (878)	4.16 (62)	3.73 (2050)	4.42 (24)
with the amount of choices you have in your life?	3.65 (2952)	4.07 (87)	3.75 (880)	4.17 (63)	3.61 (2072)	3.79 (24)
with the opportunities/ chances you have to make friends?	3.85 (2943)	4.23 (87)	3.96 (880)	4.30 (63)	3.80 (2063)	4.04 (24)
with your general health care?	3.74 (2909)	4.07 (85)	3.80 (873)	4.10 (61)	3.71 (2036)	4.00 (24)
with what you do during your free time?	3.75 (2941)	3.99 (86)	3.70 (876)	3.98 (62)	3.77 (2065)	4.00 (24)
How safe do you feel . . .						
in this facility?	4.34 (884)	4.73 (63)	4.34 (884)	4.73 (63)	-	-
in your home?	4.24 (2914)	4.17 (86)	4.09 (861)	4.18 (62)	4.30 (2053)	4.17 (24)
in your neighborhood?	4.01 (2920)	4.22 (86)	3.94 (861)	4.24 (62)	4.04 (2059)	4.17 (24)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse. For this agency the mean scores ranged from 3.99 to 4.73. (1=not satisfied...5=very satisfied)
- The consumers served by this agency's Residential Program were most satisfied with safety in this facility (mean of 4.73). They were least satisfied with what they do during their free time (mean of 3.98).
- The consumers served by this agency's Non-Residential Program were most satisfied with where they live (mean of 4.42). They were least satisfied with the choices in their life (mean of 3.79).

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## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services

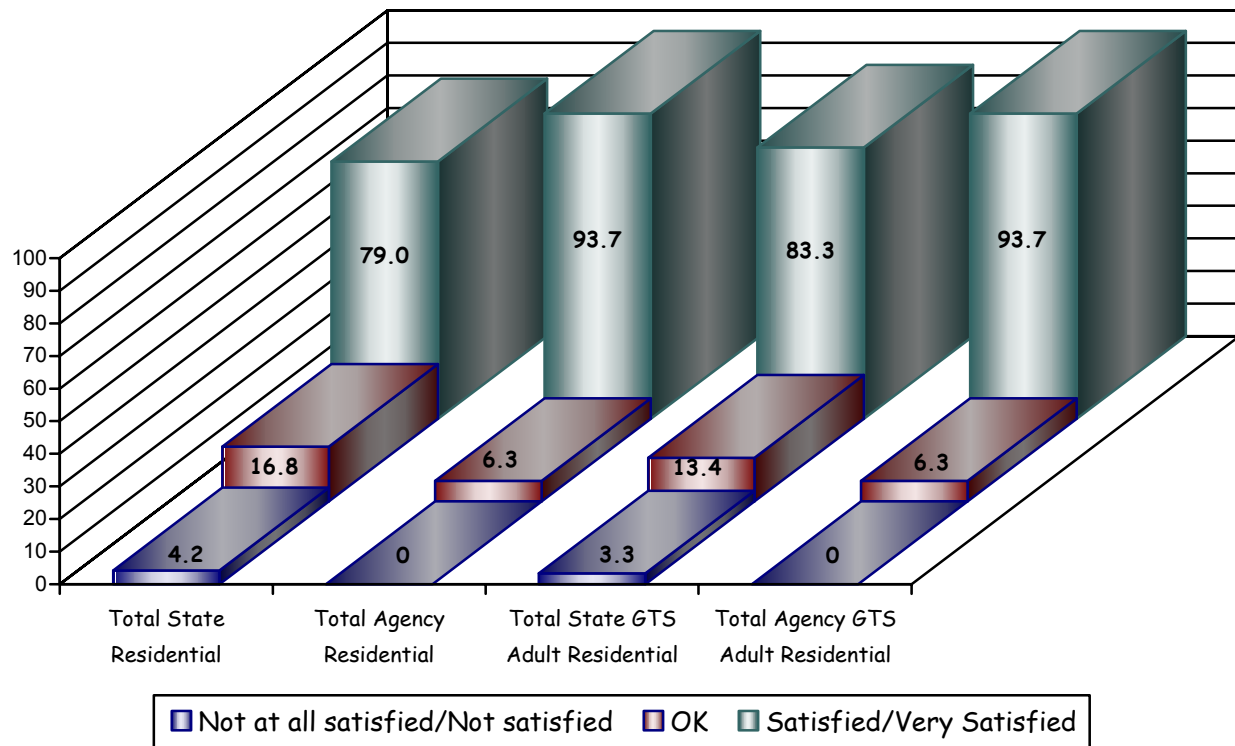
**Agency:** Sigma House of Springfield, Inc.

**Data:** Total Branson Residential

## Demographics: Residential

		Total Served	Total Survey Returns		
		State Residential	Total State Consumers Residential	Total Agency Consumers Residential	Total Agency GTS Adult Consumers
<b>SEX</b>	Male	66.6%	64.3%	86.9%	86.9%
	Female	33.4%	35.7%	13.1%	13.1%
<b>RACE</b>	White	71.8%	76.2%	95.1%	95.1%
	Black	26.1%	19.9%	1.6%	1.6%
	Hispanic	0.4%	0.6%	0%	0%
	Native American	0.8%	1.2%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%
	*Other	1.0%	2.2%	3.3%	3.3%
<b>MEAN AGE</b>	0-17	14.1%	30.98	34.50	34.50
	18-49	81.3%	15.2%	0%	0%
	50+	4.7%	80.4%	91.7%	91.7%
			4.4%	8.3%	8.3%
*"Biracial" and "Oriental" are included in the "Other" category.					

# Overall Satisfaction with Services: Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 79.0% of the consumers of ADA Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (93.7% for this agency versus 79.0% for the state).
- This agency's GTS Adult Residential program was rated higher (93.7% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (83.3%).

# Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		GTS Adult Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.21 (886)	4.59 (63)	4.31 (484)	4.59 (63)
with how much your staff know about how to get things done?	4.07 (890)	4.51 (63)	4.16 (487)	4.51 (63)
with how staff keep things about you and your life confidential?	4.31 (885)	4.63 (63)	4.40 (483)	4.63 (63)
that your treatment plan has what you want in it?	4.17 (870)	4.54 (61)	4.29 (475)	4.54 (61)
that your treatment plan is being followed by those who assist you?	4.19 (863)	4.53 (59)	4.32 (466)	4.53 (59)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	4.54 (61)	4.37 (476)	4.54 (61)
with the services that you receive?	4.20 (883)	4.62 (63)	4.34 (486)	4.62 (63)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.56 (62)	4.26 (485)	4.56 (62)
that the environment is clean and comfortable?	4.19 (885)	4.52 (63)	4.31 (486)	4.52 (63)
with opportunities for exercise and relaxation?	3.64 (883)	3.84 (63)	3.89 (485)	3.84 (63)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	4.48 (63)	4.22 (477)	4.48 (63)
with the childcare provided by the agency?	3.91 (79)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item				

## Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Residential Programs reported that they were satisfied with the services they received.
- The ratings of the Residential Program for this agency ranged from 3.84 to 4.63. The people were most satisfied with the staff keeping information confidential. They were least satisfied with their opportunities for exercise and relaxation.



# Satisfaction with Quality of Life: Residential

	Total Residential Consumers		GTS Adult Residential Consumers	
	State	Agency	State	Agency
How satisfied are you . . .				
with how you spend your day?	3.65 (883)	4.16 (63)	3.77 (484)	4.16 (63)
with where you live?	3.76 (878)	4.16 (62)	3.84 (479)	4.16 (62)
with the amount of choices you have in your life?	3.75 (880)	4.17 (63)	3.88 (479)	4.17 (63)
with the opportunities/ chances you have to make friends?	3.96 (880)	4.30 (63)	3.97 (480)	4.30 (63)
with your general health care?	3.80 (873)	4.10 (61)	3.88 (480)	4.10 (61)
with what you do during your free time?	3.70 (876)	3.98 (62)	3.74 (479)	3.98 (62)
How safe do you feel . . .				
in this facility	4.34 (884)	4.73 (63)	4.42 (483)	4.73 (63)
in your home?	4.09 (861)	4.18 (62)	4.03 (474)	4.18 (62)
in your neighborhood?	3.94 (861)	4.24 (62)	3.89 (473)	4.24 (62)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>				

## Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Residential Programs.
- The consumers served by this agency's Residential Program were most satisfied with safety in this facility (mean of 4.73). They were least satisfied with what they do during their free time (mean of 3.98).

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services

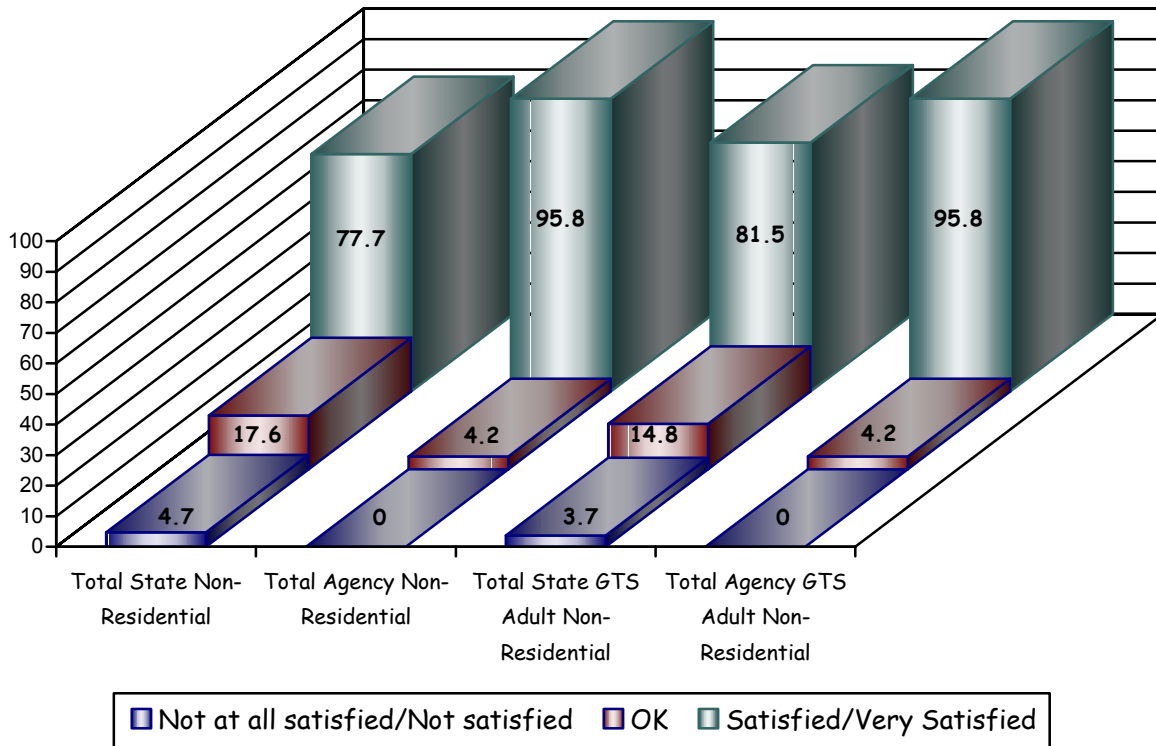
**Agency:** Sigma House of Springfield, Inc.

**Data:** Total Branson Non-Residential

## Demographics: Non-Residential

		Total Served	Total Survey Returns		
		State Non-Residential	Total State Consumers Non-Residential	Total Agency Consumers Non-Residential	Total Agency GTS Adult Non-Res. Consumers
<b>SEX</b>	Male	64.5%	56.3%	68.2%	68.2%
	Female	35.5%	43.7%	31.8%	31.8%
<b>RACE</b>	White	68.3%	63.0%	100.0%	100.0%
	Black	29.7%	31.5%	0%	0%
	Hispanic	0.6%	1.6%	0%	0%
	Native American	0.5%	1.5%	0%	0%
	Pacific Islander	0.1%	0.1%	0%	0%
	*Other	0.7%	2.3%	0%	0%
<b>MEAN AGE</b>			32.98	34.83	34.83
	0-17	10.0%	13.4%	0%	0%
	18-49	83.6%	79.1%	95.7%	95.7%
	50+	6.5%	7.5%	4.3%	4.3%
*"Biracial" and "Oriental" are included in the "Other" category.					

# Overall Satisfaction with Services: Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 77.7% of the consumers of ADA Non-Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (95.8% for this agency versus 77.7% for the state).
- This agency's GTS Adult Non-Residential program was rated higher (95.8% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (81.5%).

## Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		GTS Adult Non- Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.22 (2079)	4.67 (24)	4.31 (677)	4.67 (24)
with how much your staff know about how to get things done?	4.07 (2071)	4.46 (24)	4.20 (675)	4.46 (24)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.67 (24)	4.40 (677)	4.67 (24)
that your treatment plan has what you want in it?	4.09 (2063)	4.46 (24)	4.18 (672)	4.46 (24)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	4.58 (24)	4.25 (671)	4.58 (24)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.55 (22)	4.38 (665)	4.55 (22)
with the services that you receive?	4.19 (2072)	4.63 (24)	4.28 (677)	4.63 (24)
that services are provided in a timely manner?	4.03 (2079)	4.33 (24)	4.14 (679)	4.33 (24)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item				

### Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Non-Residential Programs reported that they were satisfied with the services they received.
- The ratings of the Non-Residential Program for this agency ranged from 4.33 to 4.67. The people were most satisfied with the quality of the staff and with the staff keeping information confidential. They were least satisfied with services being provided in a timely manner.

## Satisfaction with Quality of Life: Non-Residential

	Total Non-Residential Consumers		GTS Adult Non- Residential Consumers	
	State	Agency	State	Agency
How satisfied are you . . .				
with how you spend your day?	3.73 (2065)	4.08 (24)	3.79 (675)	4.08 (24)
with where you live?	3.73 (2050)	4.42 (24)	3.75 (674)	4.42 (24)
with the amount of choices you have in your life?	3.61 (2072)	3.79 (24)	3.68 (677)	3.79 (24)
with the opportunities/ chances you have to make friends?	3.80 (2063)	4.04 (24)	3.84 (678)	4.04 (24)
with your general health care?	3.71 (2036)	4.00 (24)	3.77 (675)	4.00 (24)
with what you do during your free time?	3.77 (2065)	4.00 (24)	3.85 (676)	4.00 (24)
How safe do you feel . . .				
in your home?	4.24 (2914)	4.17 (24)	4.35 (669)	4.17 (24)
in your neighborhood?	4.01 (2920)	4.17 (24)	4.11 (673)	4.17 (24)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.				

### Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Non-Residential Programs.
- The consumers served by this agency's Non-Residential Program were most satisfied with where they live (mean of 4.42). They were least satisfied with the choices in their life (mean of 3.79).